January 2006

- **Enhancement of Child Support data exchange** is scheduled for implementation during January 2006. These enhancements will reduce worker workload by eliminating the need to interpret data sent from KIDS (State Child Support system). A new screen will display data currently received from KIDS in a different format. This is a Payment Accuracy initiative.

- **Check My Benefits Language added to client notices –** A statement has been added to all client notices of decision that appears at the end of Section 1 informing customers that they can now check their benefits on-line. It includes the web page where an account can be set up.

- **CWW 1.4 –** Enhancements to CWW will be implemented in January. These enhancements will include:
  - ➢ MA Asset Assessment
  - ➢ Eligibility query pages ("AQ" screens)
  - ➢ Display of "Associated Case" on the RFA Summary page
  - ➢ Change in menu item from "Mainframe Access" to "CARES Mainframe Access"
  - ➢ Changes to the Absent Parent page to make it more user friendly
  - ➢ Streamlining of Person Add and Person Delete functionality
  - ➢ Case transfer and caseload assignment processes

- **Pre-natal Care for Non-qualifying Aliens and Inmates –** The policy change from the biennial budget will extend BC Pre-natal eligibility to certain non-qualifying aliens and inmates of public institution.

- **CWW Fixes and enhancements –** The following CWW updates will be made during January after CWW 1.4 is implemented.
  - ➢ Correcting left navigation bar display of LTC page statuses which occurs when re-adding a deleted individual to a case.
  - ➢ Review due date was incorrectly being set to a high date and caused some cases to not get ran through ACT. The review due date will be set correctly.
  - ➢ The entry and setting of the pregnancy verification date will require both a valid pregnancy verification code and a due date verification code.
  - ➢ During a person delete, the Absent Parent page was scheduling incorrectly which led to a system error. This will be corrected.
  - ➢ If a pregnancy end date is entered on the pregnancy page, an informational message 'Pregnancy ended. Add newborn to the Household Members Page.'
  - ➢ For an Asset Assessment case, Community Spouse and Institutions pages were locked. This will be marked not required and assessable.
  - ➢ The RFA filing date will no longer be required when withdrawing an RFA. RFA comments will be able to be entered without entering RFA filing dates.
  - ➢ The Case Members History page will be enhanced to show SSN and not relevant individuals.
  - ➢ Worker caseload will be added to the Case Summary page.
  - ➢ WHEAP question is being move to its own section on the Expense Gatepost page.
  - ➢ Agency Transfer page is incorrectly setting edits when trying to do a case transfer to a 55 office that is not a Milwaukee intra-county transfers. This will be corrected.
  - ➢ Caseload Assignment (Move) page was not displaying all cases when no search criteria were entered. This will be corrected.

> ➢ Editing of case comments was not working correctly and resulted in a system error. This will be corrected.

February 2006

- **Application Timeliness Report -** The 2006 IM contract states the following performance standard: "All FoodShare applications and all Medicaid applications that do not involve a disability determination must be processed within 30 days. Expedited FoodShare benefits must be processed within seven days. If the IM Agency does not meet a 95% standard for timely application processing, the Department may implement the Corrective Action provisions as set forth in Section XXI of this Appendix". An automated report, including a "score" of percent of applications which are processed timely, will be ready for January '06 pilot run (in Waukesha, Dane and Juneau Counties) about mid-February.

- **IRS/PARIS Implementation –** Wisconsin is enrolled in this national program which allows states to view benefit information/recipients in other states. Approach will be to have central office staff work these reports.

- **Combined FS/MA 2nd party review will be implemented** to the counties. In this project, the State will pre-select cases to be reviewed, as currently done for FS 2nd party reviews. These will be loaded to IMQA for county processing (an Ops Memo is forthcoming on this). The IMQA system will have new screens and functionality added and current FS 2nd party review process will be combined as far as possible with the new.

- **FPL Mass Change –** This annual Mass Change updates all open and recently closed MA cases applying to them the new Federal Poverty Levels. NOTE: Annual FPL figures from the Feds were made available a month earlier than usual this year.

- **Race/Ethnicity Reports** will be created for the counties and distributed via the CARES Coordinator list for calendar year 2005 (same report and process as last year).

- **SeniorCare LIS Letter -** A letter will be sent out to all SeniorCare participants in Level 1 (below 160% FPL). The letter explains that they might qualify for LIS and LIS might be a good choice for them rather than SeniorCare. This letter will be sent to about 50,000 participants.

- **Additional CWW Fixes and enhancements –** The following CWW fixes and enhancements are currently scheduled for February
  - ➢ SSN verification code of E-Enumerated is in CWW Household Members reference table. This was used in CRN when entering a zero SSN. This doesn't need to be used in CWW and will be removed.
  - ➢ Performance Enhancements to the CWW Employment/Unemployment queries will be done so that the page loads faster and prevent overall CWW performance impacts.
  - ➢ Currently the Child Support Summary page only lists Absent Parents with Court Order Information. This will be changed to list Absent Parent information regardless of whether or not there is a court order.
  - ➢ The Asset Assessment calculation will be saved into history, because it is not now.

> ➢ Special characters will be allowed in text areas in CWW, including the Case Comments.
> ➢ Bad data is causing fatals when running eligibility.
> ➢ The Caseload Assignment search criteria selections for RFA status will be clarified.
> ➢ Notice is not being sent from the Caseload Assignment (Move) page and will be corrected to send notice.
> ➢ Agency Transfer edit messages will be made clearer. May add more messages.
> ➢ Streamline process for deleting a person from a case to prevent 9 months live edit
> ➢ Provide a better indicator for more sequences on a page
> ➢ Alternate Address will print on RFA Application Registration form
> ➢ Misleading validation on Employment page will be clarified
> ➢ Adjust wording on institutions page (veterans field)
> ➢ Show most frequently used reference table values at the top
> ➢ Require "ACCESS" question to be entered only in AE and only in intake.

March 2006

- **Case Specific Tracking -** In this project IMQA will be expanded to monitor when errors based on QC findings (both FoodShare and MA) are identified. Additionally it will track when the county fixes them. It will also track the amount of liquidated damages the county will be charged for not fixing the case and/or having the state fix the case.

- **FoodShare and SMRF Fixes and Enhancement–** A group of FoodShare and SMRF fixes and enhancements is currently scheduled for March. These are based on requests from the Call Center and the FS program area and include:
  > ➢ Adding a filter for SMRFs which are in "sent" (SNT) status so they can be viewed separately if the worker chooses. This will allow workers to view a list of SMRFs that currently require action
  > ➢ The addition of a new alert to workers when a SMRF has been received but hasn't been completely processed yet.
  > ➢ Fixes for FS eligibility problems

- **MA Review Date Problems –** As follow-up to June review date problems, this work will address MA review date problems. Issues with back-dated MA previously setting review date too soon will be fixed.

- **IMQA Enhancement for Manual cases –** Shortly after the implementation of the combined MA & FS second party review changes to IMQA, an additional update will be made which will allow workers to identify a case manually to be pulled into IMQA for 2nd party review.

April 2006

- **Begin the Addition of CWW Non-Core Users –** Implementation of CWW access for non-core users is anticipated to begin in April 2006.

- **IMQA Support for the PERM project –** The PERM Pilot (currently in process) is not utilizing the functionality of the IMQA system, but the IMQA will be used during the program itself. A stand-alone module is proposed to be added to the IMQA system for this.

- **Employer Verification Health forms to Employers –** Included in the biennial budget changes effective January 2006 will be the requirement that EVF-H forms go directly to employers to complete and return. In support of this will be a tracking mechanism to identify those employers who do not provide health care coverage to any employees so that CARES can recognize these so no form will be sent or required from these employers.

May 2006

June 2006

- **ACCESS version 4.0 Implementation of On-line Application -** This tool will allow individuals to apply for FS and MA through the internet. Online applications will be sent to the worker's CARES in-box where the worker can 'pull' the data into CARES. Eligibility can then be run and confirmed.

- **CARES Worker Web 2.0 – Mail-In Applications:** Web pages will be built in the In-Box subsystem of CARES that will mirror mail-in application forms in layout to facilitate entry. Once entered, this information can then be auto-populated into CWW.

- **ACCESS version 5.0 Report My Changes -** This function will allow the MA, FS or CTS participant to report changes on their case directly to their worker.

- **Electronic Disqualified Recipient system (eDRS) –** The DRS process is used to report FoodShare Intentional Program Violations (IPVs) to FNS. This project will replace what is currently a data file transmittal to FNS with an on-line version.

July 2006

- **SSI/FS Combined Application Project -** In coordination with FNS and SSA, Wisconsin is exploring a demonstration project to provide a streamlined, centralized application process for FoodShare (FS) eligibility to Wisconsin SSI recipients. This project would increase the participation in the FS program of low-income elderly and disabled persons.

- **SeniorCare Workload Reduction and Payment Accuracy –** Multiple enhancements and updates are planned to be implemented prior to the renewal workload has decreased. These include:
  - Creation of SC web pages
  - Scheduling of Data Exchange screens during SC eligibility driver flow (as is currently done for county cases)
  - Additional enhancements to Address Discrepancy logic
  - Identification of companion case number
  - Enhancements to allow the eligibility worker to more easily compare income reported at the current review to income reported at the initial SeniorCare application or prior review
  - Enhancement to allow the eligibility worker to more easily compare income reported for other programs of assistance to income reported to the SeniorCare program.

August 2006

September 2006

- **Food Stamp Federal Poverty Level Conversion -** In September of each year, we update the shelter standard, allotments, 130% FPL test limits and, sometimes, the standard deduction. This mass change usually occurs the first weekend in September.

- **ACCESS version 5.1 Expanded Change Reporting Tool -** This function will expand the initial release of Report My Changes (RMC) to include other online change reporting mechanisms (e.g., Pre-Printed review form or SMRF, etc.) so that the data can be pulled into CARES and the change processed.

- **CARES Generated Pre-printed Review Form –** Concurrent with CWW 2.1 will be the implementation of a pre-printed review form to be produced out of CARES for all MA only cases.

- **Revamp/Update Review Notice –** Updates are required to the Notice that informs clients of their need to have a review of eligibility. These changes are to the language at the program-specific level (e.g., MA review does not need to be face-to-face). These changes will be required to be in place for implementation of the Pre-Printed Review Form.

October 2006

- **ACCESS version 6.0 –** A Spanish version of "Am I eligible" has already been implemented into ACCESS. This release will be the Spanish version of "Check My Benefits", "Apply for Benefits" and "Report My Changes".

November 2006

- **SSI MA to be added to CARES –** SSI individuals will be added to CARES. This project will move the current stand-alone SSI/Medicaid system into the CARES system and automate much of what is currently done manually. This will also allow the MCI identifier to be added to all SSI MA individuals (from SDX), which needs to be in place prior to implementation of the MMIS replacement system InterChange (iC).

December 2006

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.